



LAKEVIEW KINDERGARTEN & CHILDCARE

Parent Handbook **Education & Learning**

24 Lakeview Drive,
Lilydale, Vic., 3134
Phone: 03 9739 5678
Phone: 03 8777 1023

www.lakeviewchildcare.com.au

E: admin@lakeviewchildcare.com.au



facebook.com/lakeviewkinderChildcare

**Open
Monday to Friday
7am – 6pm**

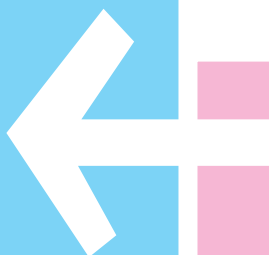


Table of Contents

Welcome.....	3
Philosophy	4
Enrolment & Orientation Policy	5
Childcare And Development Concepts	5
Kindergarten Program	6
Fee Policy.....	8
Childcare Benefit (CCR)	8
Allowable Absences.....	9
Late Fee	9
Public Holidays/Child Illness	10
Changes	10
Arrivals And Departures	10
Parent Involvement	11
Educators Information.....	12
Students, Volunteers And Visitors	13
Parent Concerns.....	13
Special Needs	14
What To Bring.....	15
Routines.....	16
Encourage Good Hygiene Practices	16
Toileting.....	16
Rest	17
Behavior Management.....	17
Biting	17
Health	18
Clearance Letter	18
Child Immunisation Schedule.....	19
Diarrhea And Vomiting	19
Infectious Diseases.....	20
Procedure for Caring for a Sick Child.....	21
Prescribed Medications.....	21
Management Of Asthma.....	22
Accidents / Emergencies	22
Emergency And Evacuation Procedures.....	23
Safety	23
Safe Sleep Practices	24
Notice boards / Newsletters.....	25
Birthdays	25
Toys And Other Treasures From Home.....	25
Arts And Craft Material	26
Privacy and Confidentiality.....	27

WELCOME



My name is Janette Deslandes, Director of Lakeview Kindergarten & Childcare. My educators and I welcome you and your child to what we trust will be an extension of your home. By working together we will provide an environment that promotes quality care and education to each individual child. Should you require translation of this Handbook, we will endeavor to provide this service. Please take the time to read this handbook as the

following information has been prepared to assist you and your child's transition to care.

The policies and procedures under which the service operates are available upon request from your service. A copy of the 'National Quality Framework' including regulating standards is also be accessible to parents.





Philosophy

At Lakeview Kinder & Childcare, our aim is to educate your child in preparation for school in a fun, loving and safe environment.

We value each child and believe they have the right to a safe, caring, respectful educational environment whilst they are in our care.

We believe that each child should have a sense of belonging & wellbeing, to have the opportunity to develop a strong sense of identity, self-respect and a healthy and positive self-esteem.

Children are encouraged to become effective communicators. They are encouraged to interact with others with care, empathy and respect. Our educators provide an environment where children feel secure, supported and are encouraged to look

after their health, spiritual and physical wellbeing.

We believe in providing a balanced and relaxed learning environment where children can express wonder and interest in their environment and be encouraged to have fun whilst being curious, creative, imaginative, confident, take on challenges and be involved learners.

Children can learn through their play at their own pace and level of development. We believe that children engage and learn by being provided with a range of activities that stem from the individual, group and community interests.

“Our aim is to educate your child in preparation for school in a fun, loving and safe environment”.



Enrolment & Orientation Policy

Parents are invited to visit the centre during operating hours, from 7am to 6pm Monday to Friday. No appointment is necessary, however, it is advised that parents make a time to ensure that educators make themselves available to discuss your needs and give all of the relevant information on the running of the centre and individual

rooms. New parents will be made welcome and taken on a tour to all areas of the centre. Please feel free to ask any questions. An enrolment form, information booklet providing details on obtaining the Child Care benefit and policy booklet will be given to all new clients' after enrolment.



Childcare And Development Concepts

Lakeview provides child-centered developmental programs. The programming is based on observing children on a regular basis, evaluating their interests and needs and planning fun, educational activities from these observations. Each child has a Learning Portfolio, which we encourage parents to borrow and share with us your child's strengths, interests, abilities and needs. Play is a child's unique way to learn about their world. It is also a means of expressing knowledge from previous experience. We aim to provide opportunities for boys and girls to play freely regardless of any stereotype roles they may choose.

Each child will be pace guided to develop at an individual pace according to his or her unique, individual way. Programs are evaluated on a weekly basis. The curriculum we use is the Early Years Learning Framework. Please see educators if you would like more information on this or you can access it at www.deewr.gov.au

Routines, programs and reflections are displayed in each room. They are available for you to peruse and we invite your contribution.

“Each child will be pace guided to develop at an individual pace according to his or her unique, individual way”.





Kindergarten Program

Here at Lakeview, we believe that your child's Kindergarten year is such an important part of your child's educational journey. Our Kindergarten program is an accredited program run by a Qualified Early Childhood teacher (Christy) who holds a Bachelor of Early Childhood Studies (4 year qualification) and has over 15 years experience teaching. Our Kindergarten Assistant (Karen) has over 14 years experience and holds a Diploma of Early Childhood & Care. They strive to provide an environment that is relaxed and where the children feel safe and secure, have fun and are encouraged to develop a strong sense of wellbeing and identity.

We believe that through a play based program our children come to know and understand the world around them. Their curiosity is fulfilled by the use of fantasy, imagination, independence and sensory exploration. Our program is based on the National Early Years Learning Framework with both child initiated and teacher initiated activities. Our educators work to engage each child in the following key areas:

- **Social Skills** – such as how to make new friends, how to play with other children in a calm, sharing and rewarding way. How to express themselves and listen to others.

- **Self awareness and respect** for others and the environment
- **Emotional Skills** such as understanding their own feelings and developing empathy for others
- **Language, literacy and numeracy skills**
- **A joy for learning** and group activities to ensure children reach their full potential as they progress through life
- **Exposure to new ideas** and concepts and encouragement to become independent learners.

Through discovery, discussion and interactions children are encouraged to learn and grow.

Our Kindergarten Program caters for both 3 year olds and 4 year olds. It is structured where the 3's and 4's will separate at different times of the day so the teachers can concentrate on age appropriate activities with their group. For example when the 3's are having a rest, the Kinder Teacher will take the 4's to participate in school readiness and life skill activities.



We have developed a strong numeracy and literacy focus to ensure children have a strong grounding for the primary school years. Christy incorporates letters and numbers into the program through experiences such as group games, puzzles, card games, art, music activities etc. that include counting and recognising letters and numbers. She encourages children to solve problems through questioning and hints, to look after their own belongings, be able to use scissors, sticky tape dispensers etc. We provide lots of “real life” play experiences such as cooking, wood work, role play, threading, building, home corner etc.

Our 4 year old Kinder program runs from 8:30am to 12:30pm and again from 1pm to 4:30pm Tuesday to Friday inclusive. The requirement is for children to attend a 4 year old funded kindergarten for at least 15 hours per week. This can be achieved at Lakeview by attending two full days. We welcome and value family participation in our programs. Families can contribute by joining in with the children’s play, reading stories, cooking experiences, sharing a special talent, cultural stories, dance, singing etc.

Throughout the year we provide numerous learning experiences to help with school readiness such as:

- **Colour Days**
- **Lunch box days**
- **School Uniform days**
- **Writing and Posting Letters**
- **Dental Care**

- **Character Dress up days**
- **Responsible Pet Ownership**
- **Public speaking** culminating with a staged production
- **Gardening and environment** sustainability program
- **Police and Fire Brigade** visits
- **Various cultural celebrations**

We also provide at no cost to parents, 4 incursions each year based on the childrens’ interests eg. reptile incursion, farm animals, puppet shows etc. We discount a visiting music company, Mini Maestros who attend every fortnight and conduct a half hour lesson.

We also provide hearing tests conducted by Knox Audiology which are bulk billed to ensure your child’s hearing is checked before starting school.

Please let us know if you have any questions, we are more than happy to answer any questions or concerns you may have. We conduct Parent Teacher interviews to discuss your child’s development in the year prior to them going to school.



“We have developed a strong numeracy and literacy focus to ensure children have a strong grounding for the primary school years”.



Fee Policy

CENTRE FEES - On enquiry at the centre, you will be given information outlining the fees structure and the method of payment.

It is a policy of the centre to have all fees paid weekly or fortnightly. For your convenience we use debit success which deducts your fees automatically from either your bank account or credit card.

Failure to pay fees in advance may lead to cancellation of your child's enrolment. If you have trouble paying your fees, please do not hesitate to contact the director, as we may be able to help.

We require two weeks advance notice of any cancellation / change to your booking to enable us to fill the place in good time. Fees may be charged in lieu of notice.

To aid with childcare fees please create a centrelink online account through 'My Gov' and complete a childcare subsidy assessment online. When CCS is applied to your account, it can reduce the fees you pay considerably.

Parents, please note it is your responsibility to apply for CCS and to follow the relevant guidelines.

All parents applying to enrol their child at Lakeview will need to provide an immunisation history statement.



**Department of
Human Services
Mon - Fri 8am – 8pm
Phone: 136 150**



Allowable Absences



Allowable absences occur when the centre can charge a fee for care and you can claim CCS when your child is not present.

CCB can be paid for the first 42 absence days per child per financial year, without the need for supporting documentation.

Please note that Public Holidays are counted as part of the 42 days.

Beyond the first 42 absence days, CCS can only be paid for absences that occur in permitted circumstances known as 'additional absences' eg.

- **Illness** (with a medical certificate)
- **Attendance at pre-school**

- **Pupil free days**
- **Rostered days off, or**
- **Rotating shift work**

Proof needs to be provided eg. medical certificates, letter from work etc to qualify for these additional absences.

Once the 42 days has been reached without the above circumstances, any further absences will incur the full fee of the centre.

Late Fee

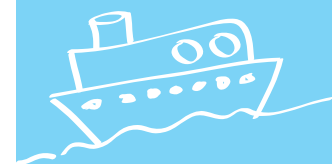
We ask for your co-operation in dropping off and collecting children within our operating hours.

If at any time you have an emergency and are going to be delayed, please contact the centre.

Educators can then allay your child's concerns and make plans for their own commitments.

A late fee of \$1 per minute may apply if your child is left at the centre after closing time.

The late fee is not subject to Child Care subsidy and is to be paid directly to late staff.





Public Holidays Child Illness

It is our policy that fees are payable for the days that your child is booked into the centre. If a public holiday falls on one of the days your child is booked in or your child is

sick, fees are still payable. If a spot is vacant within the same week, it may be possible to swap the days of care.

Changes

It is the parent's responsibility to notify the centre of any changes to the child's enrolment form. For example, home address, phone number, allergies, medical conditions etc.

All of this information is vital in an emergency and must be kept up to date.

Arrivals And Departures

A responsible adult known to the nominated supervisor and / or the educators must bring children into the centre.

Only authorized persons (as indicated on the enrolment form) will be allowed to collect children from the centre.

Please notify the Director either verbally or with a written note of any changes regarding the adult who is collecting your child. An adult other than one known to the centre requires identification (preferably photographic).

Parents with custody orders must provide a copy to the Director.

In the case of non-custodial parent arriving to collect the child, the Director will contact

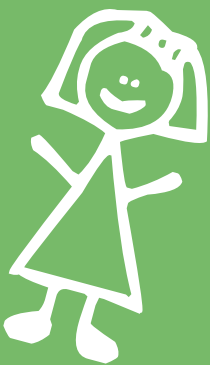
the police and provide the copy of the order for the police to enforce.

On no account will a child be allowed to go home with a parent/ guardian in contravention of a custody or court order held at the centre.

Such custody orders should be brought to the Director's attention on enrolment.

However, in the event of a non-custodial parent gaining access to a child, the centre cannot be held liable.

Educators are always concerned about your child's welfare, so if you are aware of any impending absence could you please inform the Director or educators.



Parent Involvement

We operate an **OPEN DOOR POLICY**, where parents and family are welcome into the centre at anytime.

Parent participation sends strong, positive messages to your child that you support them and are part of the child care environment.

There are many levels of **PARENT PARTICIPATION** and we appreciate that time is of a premium for all parents, but we will be willing to accommodate any form of involvement you may desire to assist you and your child, which ultimately benefits the whole centre.

The educators sincerely wish for you and your child to be happy and feel welcomed at Lakeview.

Be aware that a three-way relationship between parents, educators and the child exists in this setting.

Communication is a vital ingredient to the success of this partnership.

A parent committee is formed for Assessment. This is necessary in gaining input from you, to evaluate

our service in accordance with the standards set by Australian Children's Education & Care Quality Authority (ACECQA).

All parents will be advised and welcome to participate in these meetings.

Parent involvement in the centre can be accommodated to meet your availability and commitments. Such as;

- Assist in Fund Raising
- Attend special activities and functions in the centre
- Volunteer time
- Suggestions for programming
- Feedback of service
- Attend Parent/Teacher Nights

Siblings are always welcome in our centre when children are being dropped off or picked up, however, the educators cannot assume responsibility for siblings not booked into Lakeview.



"We operate an OPEN DOOR POLICY, where parents and family are welcome into the centre at anytime. "





Educators Information

Lakeview employs educators who are approved by Department of Education and Early Childhood Development.

Before commencement each potential employee must provide a current Working with Children's check if over 18 years.

Our educators are encouraged to participate in professional development in order to broaden and upgrade their skills.

The Director is responsible for the overall management of the centre in conjunction with the Proprietor.

The centre maintains correct educator ratios as defined by the National Quality Framework 2011.

Educators are responsibly trained in providing care and education programs in early childhood settings. Programs are continually evaluated to ensure they meet the developmental needs of the children in the group.

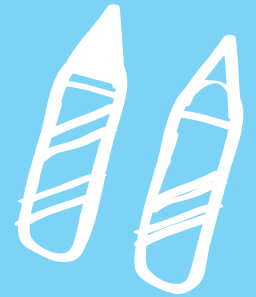
During all hours of operation there is at least one educator with a First Aid, Anaphylaxis, Asthma and C.P.R. Certificate.

Additional educators may be employed to assist children with Special Needs with the help of an approved Government Funding.



Students, Volunteers and Visitors

From time to time, you will see new faces at the centre. Relief staff and volunteers are screened before participating in our daily activities and must adhere to our philosophy whilst at the centre. At no stage will a volunteer worker be left in charge of a group of children. However, they will interact with the children, giving help and attention as needed.



Parent Concerns

Parents are requested to raise any concerns they may have regarding their child's care with the group leader in the first instance. If the concern has not been satisfactorily resolved they should then follow this up by speaking to the Director who will be pleased to discuss any aspect of your child's care and education.

If you have any concerns or complaints please do not hesitate to consult the Director,

so that appropriate action can be taken. All concerns will be dealt with in a confidential and professional manner.

You can also contact the Department of Education on 8392 9300 if you feel your complaint hasn't been resolved to your satisfaction.



Special Needs

Before enrolling your child at our centre, it is important to discuss with us any special needs your child might have and how we can meet them.

Planning for children with special needs requires careful thought and often the assistance of specialists.

It is important to know how the specific needs may or may not affect the child's learning and activities.

This information will help us to meet the needs of the child and seek assistance from specialists and support workers.

The Government may offer additional financial assistance to the centre partially funding an additional educator to assist in your child's room or provide extra resources, training and equipment.



What To Bring

Infants and Babies (2 – 24 months)

Parents of babies need to bring the following items in a named bag;

1. Enough nappies for the day
2. Bottles with cooled boiled water & formula in a named and dated container or breast milk
3. Complete spare set of clothes (all named)
4. Items the baby is attached to i.e. dummy, teddy bear, blanket etc
5. Sunhat (named)
6. Named water bottle

Please ensure that all items are well labeled

Toddlers (2-3 years)

Parents of toddlers need to bring the following items in a named bag;

1. Enough nappies for the day
2. Bottle for sleep time if necessary
3. Complete set of spare clothes (named)
4. Items your child is attached to i.e. dummy, teddy bear, etc
5. Sun hat
6. Named water bottle

All items are to be named

Kindergarten and Pre School children (3-5 years)

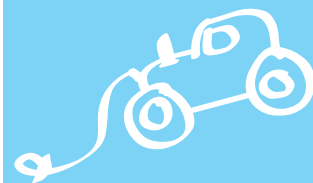
Parents of children in these groups need to bring the following items in a named bag.

1. Sunhat
2. Complete change of clothes
3. Named water bottle

Do not send children in good clothing. Play clothes that can become a little dirty, that enable uninhibited play and that can be easily managed by the child are best (no overalls, especially whilst toilet training).

Children should be dressed according to the climate. For example, light cotton clothing that will provide protection from the sun and sandals are best in summer (no thongs please).

In cooler months, warmer clothing layers that can be taken off as the day warms up, with shoes and socks, are most appropriate. Hats need to be brought and worn throughout the enforced periods of the year. **A NO HAT, NO OUTSIDE PLAY** policy will be enforced and children without hats will miss out on outdoor playing times. Please ensure all items brought to the centre are **CLEARLY LABELLED/ MARKED**. Whilst all care is taken, we will not accept liability for loss or damage.



Routines

Routines give children a sense of the passage of time as they move through the day.

Routines encourage independence and an understanding of personal hygiene.

Routines are used by educators to take the time for one on one conversations with the children and to encourage their self-help skills

Each room has their Daily Routines displayed for your perusal.



Encourage Good Hygiene Practices

Educators model and encourage children to develop personal hygiene through washing hands on arrival, after play, toileting, blowing their noses and before eating.

Educators use gloves for nappy changing, assisting with nose blowing and in the preparation and service of food.

Children are encouraged to cover their mouth when coughing or sneezing.

Toileting

Educators encourage children on all steps of maintaining good hygiene practices i.e. hand washing with soap and drying or wiping hands when complete.

Children are encouraged to go to the toilet individually.

During toilet training, educators will endeavor to support efforts made at home.

Please feel free to discuss your special needs with educators.

Hygiene is very important to us.

Educators clean toilets and floor areas several times a day and specialists professionally clean the centre outside operational hours.

“Hygiene is very important to us”.

Rest

All children are required to have a special time to relax or rest during the day; it enables them to gather their thoughts and strength for the rest of the day. It is our policy that if a child falls asleep, they are in need of a rest and will not be woken unless requested

by parents personally. Some children may not need sleep, but will be encouraged to rest their bodies for a short period. Quiet activities will be available for selection, or educators will run a yoga session.

Behaviour Management

Our child behaviour management policy is centered around the importance of respect and dignity for the child, acknowledging and accepting children's feelings and encouraging these feelings to be expressed. Steps that we take towards establishing good behavior management include;

- Setting and maintaining appropriate limits of behaviour
- Explaining the appropriate uses of materials and equipment
- Reinforcing positive behaviour with praise,
- Explaining why a behaviour is inappropriate or unacceptable and providing acceptable options
- Offering children choices and encouraging decision making,
- Setting realistic expectations which are age and stage appropriate, and
- It is important to remember that what works for one does not always work for all.

Biting

Biting is not uncommon in young children. Children who bite usually do so because they are frustrated or angry. They often act impulsively and quickly, being too young and immature to think of other choices or consequences. They usually bite because their language skills are not good enough to say what they want. Teething may also be a cause of biting.

Biting is often most frequent in the 13th to 30th month old age bracket. When biting occurs, it is often VERY distressing for both the parents of the biter and the child that has been bitten. Please remember that this is a natural phase of development for some children, and will be dealt with in an appropriate manner by the educators and Director.



Health

Epidemics of infectious illnesses such as Whooping Cough, Diphtheria, Poliomyelitis, Measles, Mumps and Rubella have been rare in Victoria in recent years because most people in the community have been immunized against them. These diseases do continue to exist in our communities and unimmunized children are not only at risk themselves, but also put other children at risk. National Health and Medical Research Council has endorsed the use of Hepatitis B vaccine (HBV) for all infants. HBV should be administered at birth, 1 month and then again at 6-12 months of age. All children enrolled at Lakeview are immunised as per the National Immunisation Program guidelines. We feel sure you will agree that with the children being in close contact with each other the spread of infectious disease is a problem. Therefore we would appreciate parents making other care arrangements when their child has an infectious disease.

When children are sick they need more attention, as well as quiet, warmth and rest. It is impossible to give a child who is placed in a group situation this type of

care, as it requires educators to lessen their involvement with the remainder of the group.

THEREFORE, WE REQUEST THAT CHILDREN WHO ARE SICK NOT BE BROUGHT INTO THE CENTRE.

Please don't feel that we're going to phone you at every sign of a "sniffle" etc but if we feel that your child is in need of medical attention or would benefit from being home or somewhere quiet, we will contact you to inform you of your child's condition. We do appreciate your need to be at work, therefore if you are not able to collect your child, please arrange for someone else to do it. The educators in the centre are not qualified to diagnose your child's condition, they can only voice their concern and suggest what the problem is, using their knowledge and experience from working with children.



Clearance Letter

A clearance letter from your child's doctor may be required if we have any doubt of your child's suitability to return to the centre.

Child Immunisation Schedule

	Dip	Tetanus	W/Cough	Polio	Measles	Mumps	Rubella	HIB
2 mths	*	*	*	*				*
4 mths	*	*	*	*				*
6 mths	*	*	*	*				*
12 mths					*	*	*	
18 mths	*	*	*					*
P/schl	*	*		*				

Diarrhea And Vomiting

Diarrhea and vomiting are potentially contagious and it is our policy that if your child is suffering from either of these, regardless of the cause, they must be kept away from the centre for 24 hours or 48 during a gastro outbreak.

This means that if your child has a loose motion or vomits before leaving home in the morning, the child is **NOT** to be brought to the centre. We can appreciate that it may be caused by something the child ate, but we can't be sure.

If you are in any doubt at all regarding your child's health, and unsure whether to bring your child, **PLEASE DO NOT** as they usually are not well enough to come.

The following symptoms will alert you to the fact that your child could be unwell.

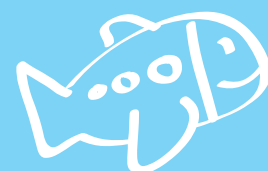
- Unusual spots or rashes,
- Unusual behaviour (your child is cranky or less active than usual, cries more than usual, feels general discomfort or just seems unwell),
- Feverish,
- Conjunctivitis (tears, redness of eyelid lining, irritation, followed by swelling and discharge),
- Breathing trouble,
- Mucus discharge from the nose (thick, green or bloody),
- Diarrhea,
- Vomiting,
- Loss of appetite,
- Sore throat or trouble swallowing,
- Infected skin patches,
- Severe, persistent or prolonged coughing,
- Frequent scratching of the scalp or skin,
- Headache, stiff neck,
- Yellowish skin or whites of eyes; and,
- Unusually dark, tea colored urine.

What to do when a child has symptoms?

- Consult your doctor
- Keep your child away from the centre so that others are not infected
- Contact an appropriate educator and enquire if other children are suffering similar symptoms; and
- Consult the exclusion table on the following page for more information.

It is important that you report any illness to appropriate educators as this allows them to;

- Watch for signs of illness in other children; and
- Alert other parents, particularly those who may be at risk themselves or who may have children who are at risk.



The following is a list of the most infectious diseases and their exclusion periods:-

CONDITION	EXCLUSION OF CASES
Campylobacter	Exclude until diarrhea has ceased.
Chicken Pox	Exclude until fully recovered or for at least five days after the eruption first appears. Note that some remaining scabs are not a reason for continued exclusion.
Conjunctivitis	Exclude until discharge from eyes has ceased.
Diarrhea	Exclude until diarrhea has ceased.
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs; the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later
Glandular Fever (Mononucleosis)	Exclusion is not necessary.
Hepatitis A	Exclude until medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness.
Hepatitis B	Exclusion is not necessary
Human Immune-Deficiency Virus	
(HIV AIDS Virus)	Exclusion is not necessary unless the child has a secondary infection.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a water – tight dressing.
Leprosy	Exclude until approved to return has been given by the Health Authority.
Measles	Exclude for at least four days after the onset of the rash.
Meningococcal Infection	Exclude until well.
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner)
Poliomyelitis	Exclude for at least 14 days from onset. Re admit after receiving medical certificate of recovery.
Ringworm, Scabies, Pediculosis (lice) Trachoma	Re-admit the day after appropriate treatment has commenced.
Rubella (German Measles)	Exclude until fully recovered or for at least four days after the onset of the rash.
Streptococcal Infection (including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Meningitis (bacterial)	Exclude until well
Vomiting	Exclude until well



Procedure for Caring for a Sick Child

The service takes the following steps when caring for a child who becomes ill whilst attending the service:

1. The educators makes note of the symptoms and complaints of the child.
2. The child is directed to a quiet area of the room to rest and given water to drink.
3. The educator checks the medical register and ensures the child has no known medical conditions which could be causing or contributing to these symptoms.
4. The educator comforts the child and monitors for further symptoms or elevation of present symptoms.

5. The educator brings the situation to the attention of the Coordinator/Director.
6. The child is monitored and parent contacted if the symptoms in the infectious diseases section above occur, or if the child's symptoms appear to be worsening.

If educators notice symptoms of an infectious condition, the child is isolated from other children put in the care of an educator and the parent/carer is contacted to immediately collect the child.



Prescribed Medications

Prescribed medications will only be administered if the pharmaceutical label is current and intact. It needs to state the child's name, dosage amount, frequency of dose and the expiry of the medication. All medication needs to be administered by a Diploma Qualified Educator and witnessed by another educator. Parents are to sign to authorise the medication to be administered.

Medication will only be administered following directions on the bottle when parents have signed an authorization form e.g.; Dimetapp, Demazin and Panadol. Should this continue for three consecutive days, it would be advised that the director ask for a doctor's opinion rather than continue administering a non-prescription medication.



Management Of Asthma

Nebulisers can be given by educators with parent's written consent.

Asthma Medication will be administered as per the child's Asthma Management Plan or if having an asthma attack, administered as per our Asthma Policy.

Parents are asked to demonstrate to educators, with the child, the procedure before the initial dose.

In the case of a child susceptible to an acute asthma attack, medication may be permanently left at the centre.

We have encouraged parents to speak with the Director to discuss an asthma management plan, which includes regular review

Accidents / Emergencies

In the event of a minor incident, first aid will be administered by educators and recorded.

If a more serious incident occurs, parents will be contacted immediately.

Please ensure the centre has current contact telephone numbers, both for parents and for emergency contact persons.

In emergency situations, should the person in charge determine the injuries are serious enough, an ambulance will be called immediately. The parent will incur the cost.

All serious incidents will be reported to the Department of Education.



Emergency And Evacuation Procedures

In case of an unforeseen emergency situation, every effort will be made to contact parents to collect their child. The centre is fitted with safety devises, which are maintained regularly. Regular fire drills are necessary for regulation purposes. If you are present at a fire drill, you are required by law to participate. Staff are familiar with evacuation procedures and policies (these are displayed in our policy folders, in the foyer

and in each room). Parents and visitors to the centre will be asked to make themselves familiar with the evacuation plan and where hoses and first aid equipment is to be found. Every effort will be made to make evacuation procedures enjoyable rather than stressful events for the children. Regular emergency procedures give the children an opportunity to become familiar with the routine and planned evacuation.



Safety

Centre policies on safety precautions are continually re-enforced by staff and children. Such practices include;

- The storage of chemicals in high cupboards or on shelves
- Checking the safety of sandpits and outdoor equipment
- Children's awareness of personal safety, i.e. not throwing equipment, walking inside etc.
- Daily safety checks are performed each morning & recorded.

*Babies will not be left in cots unattended with bottles and must not be put to bed with bibs on or dummy chains.

For more information, please refer to our OH&S policy in the centre policy folder.

Safe Sleep Practices

1. Sleep Baby on back – sleeping on side or tummy increases the risk of Sudden Infant Death
2. Keep Head and Face Uncovered, position baby with feet to bottom of cot and blanket tucked in firmly. Alternatively, use a safe baby sleeping bag with fitted neck and armholes – no hood.
3. Keep Baby smoke free before and after birth (Quit line 137848)
4. Use a cot that meets the Australian Standard AS2172, use a safe mattress that is firm, clean, flat and fits the cot. Do not place a pillow, cot bumper, lambs wool, soft toys or doona in cot.
5. The safest place for a baby to sleep is in a safe cot next to parent or guardians bed.
6. Breastfeed baby if you can.
7. Safe Wrapping: Wrapping is a useful method to help babies to settle and sleep on their backs. Wrapping can promote more sustained sleep and reduce the frequency of spontaneous awakenings. If you wrap your baby consider their stage of development, leave arms free once the startle reflex disappears at around 3 months. Once the baby is able to roll from their back to their tummy and back again, discontinue wrapping as the wrap may prevent them from returning to their back (around 4-6months). How to safely wrap:
 - Place baby off-centre (to left or right with top of wrap level with shoulders.
 - Fold baby's arm across chest and bring shorter side of wrap across baby's arm and tuck firmly under baby's other armpit.
 - Bring larger side of wrap across baby and tuck under baby.

- Bring bottom of wrap on top of baby (not over shoulder level) and fold under baby.
- Always sleep baby on back with head and face uncovered. (for picture demonstration of wrapping and further information, please see www.sidsandkids.org)

8. Cot to Bed Safety: An increasing number of babies and toddlers are being injured from falling out of cots and beds. This is often caused as the child is not moved from one to the other at the appropriate time or being placed in an adult height bed too early. When a young child is observed trying to climb out of a cot and looking like they might succeed, it is time to move them out of the cot. This can be as early as 18 months but usually between 2-3 years of age.

The safest place for your child when transitioning from a cot, is to be placed on a mattress on the floor, you can even use the cot mattress. Ensure the mattress is positioned away from the wall so they can't become trapped and that the area around the mattress is clear of toys, bean bags etc. Another option is to use a toddler bed which is lower and therefore reduces injuries if they fall out. Bed rails are sometimes attached to adult height beds but ensure the rails fit tightly against the side of the mattress and there are no gaps for your child to get trapped in. Pillows and toys should not be placed against the bed rails as they pose an asphyxia risk. As children sleeping in a bed or on the floor can get up and have greater access to their environment, you need to ensure the whole house is safe for them. Bunk Beds are not recommended for children under 9 years of age. Remember that a child wearing a sleeping bag and not in a cot is at more risk of falling and being injured.



Notice boards / Newsletters

Important information will be displayed on notice boards in the foyer areas and hallways. Newsletters printed and emailed regularly provide current news on the centre

and its activities. We also have a website and facebook page. Please like our facebook page to receive notifications.

Birthdays

Birthdays are special times for children and the centre enjoys sharing the occasion.

We encourage parents to provide a shop bought cake or a tub of ice cream that your child can decorate at the centre and share with their friends.

As we have lots of children with allergies, we cannot accept cakes baked at home as we need to have the label on it.

As we aim to be a nut free centre, we also cannot accept cakes that have traces of nuts in them.

We usually find that ice cream is the best option as we stock dairy free ice cream at the centre for our children who are dairy intolerant so they don't miss out.

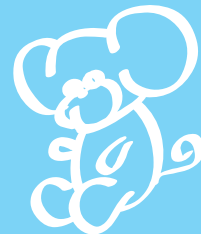
Toys And Other Treasures From Home

We've chosen a wide range of developmentally appropriate equipment and toys for all our children to share at the centre.

It would be appreciated if your child could be dissuaded from bringing in toys from home

as educators can't be responsible for looking after them and other children find it hard not being allowed to play with them.

Cuddly or security toys are welcome but need to be clearly named.



Arts And Craft Material

In our quest to extend each child's imagination and creativity, certain materials are useful. We can use any of the following;

Alfoil, toothbrushes, pot plants, wood, off cuts, cotton reels, matchboxes, pipe cleaners, sawdust, seeds, old typewriters, shells, old calculators, paper, old cameras, old furniture, lids, paddle pop sticks, sandpaper, dolls, toys, sheets, buttons, cardboard, music-tapes, cd's, hessian, old photos, old

radios, old bed spreads, material scraps, old phones, pots and pans, wrapping paper, cardboard boxes, wool, felt, lace, dress up clothes, tinsel, BASICALLY ANYTHING!

Please collect these items for us. They would be much appreciated and well used. Before you throw them out please consider the centre first.

“Thank you for taking the time to read our Parent Handbook. Our Director is happy to answer any further queries you may have”.



PRIVACY AND CONFIDENTIALITY

Lakeview Kindergarten & Childcare

Background

Effective partnerships with all stakeholders are central to the provision of high quality education and care for children. These partnerships are based on trust and are demonstrated by open and honest communication that is respectful of, and sensitive to, cultural or other differences.

The communication needed in high quality childcare can only be achieved when stakeholders are convinced that the privacy and confidentiality of the information they provide are upheld.

Policy statement

This Policy outlines the Service's practices in maintaining the privacy and confidentiality of all records and information about individual children, families, parents, staff/educators students and volunteers in the Service.

Strategies and practices

- The Service collects, stores, discloses, and disposes of all personal information according to the National Privacy Principles contained in the *Privacy Act 1988 (Commonwealth)* and all other relevant legislation. QA 7.1.1, 7.3.1
- The Service only collects personal information that is necessary to deliver high quality education and care to the children enrolled in the Service, for related activities, and to meet its regulatory responsibilities. QA 6.1.1, 7.1.1
- Anyone requested to provide personal information to the Service is informed of the following:
 - the information required;
 - why the information is required;
 - the legislation that requires the information to be collected;
 - how the information will be used;
 - who will access the information;
 - under what conditions the information would be disclosed to a third party; and,
 - the main consequences, if any, of not providing all or part of the information requested. QA 7.1.1
- Personal information about an individual is gathered directly from that person unless the Service has obtained the person's prior consent (e.g. reference checks). If the information pertains to a child (e.g. inclusion support agency, speech therapist), prior written permission is obtained from the parent). QA 7.1.1
- Collection of personal information will be lawful, fair and not unreasonably obtrusive. QA 7.1.1
- Personal information is kept in a safe and secure place, retained for the period set out in the Regulations, and destroyed when no longer needed. Paper files are stored in locked cabinets and electronic data on computers protected by passwords. QA 7.3.1
- The Service provides all staff/educators, students and volunteers with verbal and written information about privacy and confidentiality laws, and about their responsibilities in handling personal information. QA 4.2.1, 7.1.2
- Staff/educators, students and volunteers are informed of this *Privacy and Confidentiality Policy* and are given the opportunity to clarify their understanding of the Policy before commencing at the Service. They are required to sign a Confidentiality Agreement to strictly adhere to the Policy. QA 7.1.2
- Confidential information is exchanged between educators when required in the normal course of work at the Service to meet the education and care needs of children. However, educators are not otherwise permitted to divulge any information about a child to anyone other than the parent, nor about the child's family to anyone, without the prior written approval of the parent. The exception to this is a demand under an Act or law. QA 4.2.1, 5.2.3, 7.1.1
- Educators will maintain the privacy and confidentiality of other educators by not relating personal information about them to anyone either within or away from the Service. QA 4.2.1
- Students/Volunteers are not permitted to remove any Service documents or to use information gained at the Service without the Nominated Supervisor's written consent. They are not permitted to discuss children attending the Service, the families or the educators away from the Service (e.g. TAFE, training organisations), or to use their names in any assignments. QA 7.1.1, 7.3.1
- The Service ensures the personal information collected, used or disclosed, is accurate, complete and up-to-date. Enrolment details are updated annually or whenever a change in circumstance occurs. Similarly, staff details are updated as changes occur. QA 7.3.1
- Individuals can apply in writing to access the personal information they have provided to ensure its accuracy, completeness and currency. The Nominated Supervisor will arrange a suitable time for this access and will remain with the individual for the duration. (Access to information beyond that provided by the individual is subject to Freedom of Information processes.) QA 7.1.1
- Educators are to ensure they document information about children's learning and development accurately, inclusively, sensitively and respectfully. QA 1.2.1, 4.2.1
- The Service provides a quiet area for confidential conversations (e.g. between parents and educators, the Nominated Supervisor and educators). QA 3.1.1
- The name and contact details of the Approved Provider are displayed in the entrance of the Service and are contained in the Parent Handbook. QA 7.3.1

- The Nominated Supervisor/Approved Provider adheres to the Service's *Complaint Policy* when responding to complaints about privacy and confidentiality matters. Should any issue remain unresolved, the Nominated Supervisor/Approved Provider advises the complainant of their right to lodge an appeal with the Office of the Australian Information Commissioner, GPO Box 5218 Sydney 1042 or GPO Box 2999 Canberra ACT 2601, or to telephone the Office of the Australian Information Commissioner on 1300 363 992. QA 4.2.1, 7.3.4

Additional safe practices for babies

- To avoid OH+S issues in regards to caring for babies, parents are requested to give permission to all room staff who care for their baby to be allowed to know their babies routine, food tried, bottle times, allergies, illnesses etc.

Responsibilities of parents

- To immediately raise any concerns about the Service's management of privacy and confidentiality with the Nominated Supervisor/Approved Provider.

Links to other policies

- Educational Program Policy
- Enrolment and Orientation Policy
- Interactions with Families Policy
- Programming Policy
- Professionalism and Ethics Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	177	Prescribed enrolment and other documents to be kept by approved provider
	181	Confidentiality of records kept by approved provider
	183	Storage of records and other documents
	184	Storage of records after service approval transferred
QA	1.2.1	Each child's learning and development is assessed as part of an ongoing cycle of planning, documenting and evaluation
	3.1.1	Outdoor and indoor spaces, buildings, furniture, equipment, facilities and resources are suitable for their purpose
	4.2.1	Professional standards guide practice, interactions and relationships
	5.2.3	The dignity and rights of the child are maintained at all times
	6.1.1	Respectful supportive relationships are developed and maintained
	7.1.1	Appropriate governance arrangements are in place to manage the service
	7.1.2	The induction of educators, co-ordinators and staff members is comprehensive
	7.3.1	Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements
	7.3.4	Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner

Sources, further reading and useful websites

Sources

- Education and Care Services National Regulations 2011.
- Freedom of Information Act 1989 (Commonwealth)
- Guide to the National Quality Standard 2011
- Privacy Act 1988 (Commonwealth).

Further reading

Office of the Australian Information Commissioner. *Privacy Complaint Form* <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> accessed 24 November 2013

Office of the Australian Information Commissioner. *Factsheets: FOI and Privacy* <http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/> accessed 24 November 2013

Useful websites

Office of the Australian Information Commissioner – <http://www.oaic.gov.au/>
UNICEF – <http://www.unicef.org/>

Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Website: www.lakeviewchildcare.com.au **Facebook:** [facebook.com/lakeviewkinderChildcare](https://www.facebook.com/lakeviewkinderChildcare)